



TRANSFER/PROMOTIONAL OPPORTUNITY

LICENSE SPECIALIST

Office of the City Clerk – License Division

The Purpose: The License Specialist is responsible for processing license applications on behalf of the City Clerk and Common Council in accordance with state statutes, city ordinances and procedures.

Essential Functions:

- ❖ Process license applications, fees and related police, health and neighborhood services reports, insurance and bond certificates and other required documents.
- ❖ Respond to questions from applicants and other employees as to: eligibility, the required information needed, the procedure of filing, the process used in determining who must file and what must be listed on an application.
- ❖ Update and maintain computerized and physical license records. Prepare license agendas for Common Council Committees and lists for Common Council action. Operate office computer programs, including advanced word processing functions, electronic mail, property data searches, database functions and specialized printer operations.
- ❖ Search records and databases for information needed by the License Coordinators, Assistant Manager, or Manager for reports and briefings for other departments, governmental and elected officials.
- ❖ Work cooperatively with other license division personnel. Communicate effectively with elected officials, personnel from other city departments and the general public.
- ❖ Take responsibility for all steps in the processing of Licenses.
- ❖ Compose and initiate routine and non-routine correspondence and memorandums for the signature of the License Division Manager and Assistant Manager.
- ❖ Notarize license applications and other required forms.
- ❖ Perform other duties as assigned by the License Division Manager, Assistant Manager, and/or the License Coordinator.

Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990.

Minimum Requirements:

1. Current status and at least three months of experience as a regularly appointed City of Milwaukee employee.
2. Four years of progressively responsible office support experience including two years of communications or customer service experience, providing information to customers or responding to customer complaints or requests.
3. Must be eligible to become a Wisconsin Notary Public within three months of hire.
 - NOTE: Equivalent combinations of education and experience may be also considered.

Knowledge, Skills, Abilities and Personal Characteristics:

- Oral communication skills, including the ability to provide detailed information to the public and other City employees in person and by telephone.
- Written communications skills including the ability to compose correspondence and memoranda.

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- Interpersonal and customer service skills and the ability to interact courteously and effectively with a variety of individuals.
- Analytical skills.
- Follow up skills and attention to detail
- Planning and organizational skills and the ability to multi-task in a fast paced, dynamic environment
- Ability to use Microsoft Office applications including word and spreadsheet software.
- Ability to work independently under general supervision
- Ability to take direction and work in a team environment.
- Ability to work under pressure of deadlines

THE CURRENT PAY RANGE (455) IS: \$1,484 to \$1,655 bi-weekly.

THE SELECTION PROCESS will be job related and will consist of one or more of the following: an evaluation of training, experience and accomplishments; written test, oral interview or other assessment methods. The Department of Employee Relations and the Common Council/City Clerk reserve the right to call only the most qualified candidates to performance test or oral interviews. Information from the selection process will be used to make hiring decisions. *The selected candidate will be transferred or promoted to this position.*

APPLICATION PROCEDURE: The employment application for this position is available from the Department of Employee Relations website: www.milwaukee.gov/jobs, in person or via mail from the City of Milwaukee Department of Employee Relations, Room 706, City Hall, 200 E Wells St, Milwaukee WI 53202-3554 or by calling 414.286.3751.

Return or send your completed application with a resume and cover letter to: Rebecca Grill, License Division Manager, Common Council/City Clerk, 200 E. Wells Street, Room 105 City Hall, Milwaukee WI 53202 by January 5, 2011.

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